

BRECKLAND DISTRICT COUNCIL

Report of: Councillor Mark Robinson- Executive Member for Customer, Digital and Performance

To: Overview and Scrutiny Commission- 22nd July 2021

Author: Ryan Pack- Innovation and Change Business Partner

Subject: Vexatious behaviour 2020/21

Purpose: To provide members with an update on usage of the vexatious behaviour policy in 2020-2021

Recommendation(s):

- 1) That the committee notes the content of the report

1.0 BACKGROUND

- 1.1 Breckland Council's vexatious behaviour policy, governs how the councils deals with and responds to customer behaviour which is deemed unacceptable.
- 1.2 The policy defines what constitutes unreasonable behaviour, sets out how the council deals with these incidents and defines what constitutes a vexatious request.
- 1.3 Under Section one, point 4G and 6C, the council must report the number of customers dealt with under the council's vexatious requests policy, annually to the Overview and Scrutiny committee
- 1.4 In 2020/2021, no customers were dealt with under the council's vexatious requests policy.

2.0 OPTIONS

- 2.1 The committee notes the content of report
- 2.2 Do nothing

3.0 REASONS FOR RECOMMENDATION(S)

- 3.1 To comply with the council's vexatious behaviour policy.

4.0 EXPECTED BENEFITS

- 4.1 Compliance with the council's vexatious behaviour policy.

5.0 IMPLICATIONS

- 5.1 **Carbon Footprint / Environmental Issues**
 - 5.1.1 No implications

5.2 **Constitution & Legal**

5.2.1 This report is to ensure compliance with the vexatious behaviour policy.

5.3 **Contracts**

5.3.1 No implications

5.4 **Corporate Priorities**

5.4.1 No implications

5.5 **Crime and Disorder**

5.5.1 No implications

5.6 **Data Protection**

5.6.1 No implications

5.7 **Equality and Diversity / Human Rights**

5.7.1 No implications

5.8 **Financial**

5.8.1 No implications

5.9 **Health & Wellbeing**

5.9.1 No implications

5.10 **Reputation**

5.10.1 No implications

5.11 **Risk Management**

5.11.1 No implications

5.12 **Safeguarding**

5.12.1 No implications

5.13 **Staffing**

5.13.1 No implications

5.14 **Stakeholders / Consultation / Timescales**

5.14.1 No implications

6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 All wards

7.0 **ACRONYMS**

7.1 N/A

Background papers:-

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Key Decision: No

Exempt Decision: No

This report refers to a Discretionary Service